



**U.S. DEPARTMENT OF VETERANS AFFAIRS**  
**Regional Office, Fort Snelling**  
**1 Federal Drive**  
**St. Paul, MN 55111-4050**

November 3, 2000

REGIONAL LOAN CENTER MEMORANDUM NO. 00-21

TO: ALL SERVICERS AND HOLDERS

SUBJ: ELECTRONIC TRANSFER OF INFORMATION

**PURPOSE**

The purpose of this memorandum is to request participation from Servicers and Holders in receiving information from the St. Paul Regional Loan Center electronically versus surface mail.

**BACKGROUND**

The VA Loan Guaranty consolidation presented numerous opportunities to the St. Paul Regional Loan Center. One of the most significant was dealing with the tremendous increase in mail. During the past three years we have gradually improved our internal processes to enable us to provide more timely service to our customers and to meet our program goals. Maximizing the technology available to us is our next step and we believe that receiving and providing information by electronic mail should be our starting point. We intend to start with Bidding Instruction letters, Claim approval and Analysis letters, and the Notice of Election to Convey. We are interested in knowing if this would be beneficial to you, our industry partners.

**SERVICER/HOLDERS REQUIREMENT**

Servicers and holders wishing to receive information electronically from the St. Paul Regional Loan Center will need to have Internet e-mail access and an established address.

**HOW TO PARTICIPATE**

E-mail Barbara Harper at [lgybharp@vba.va.gov](mailto:lgybharp@vba.va.gov) indicating your interest and to obtain specific details.

/s/D. F. Munro  
D. F. MUNRO  
Loan Guaranty Officer